Commerce

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents Bottom Number - First Contact Resolution		
	Low	Medium	FCR Total
Commerce	72 28	1 0	73 28
Customer Company Total	72 28	1 0	73 28

Commerce

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Low	Medium	MIR Total
Commerce	72 11	1 0	73 11
Customer Company Total	72 11	1 0	73 11

Commerce

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number -Average time in hours		
	Low	Medium	ATTIR Total
Commerce	72 0.38	1 0.00	73 0.37
Customer Company Total	72 0.38	1 0.00	73 0.37

DTS Enterprise Incident Report

As of **2/1/2011**

Commerce

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Top Number - Total Incidents Bottom Number - Missed Resolution		
	Low	Medium	MR Total
Commerce	72 3	1 0	73 3
Customer Company Total	72 3	1 0	73 3

Commerce

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents
Bottom Number - Average time in hours

Customer Company	Low	Medium	ATTR Total
Commerce	72 1.52	1 0.00	73 1.50
Customer Company Total	72 1.52	1 0.00	73 1.50

Commerce

Detail

INC000000239303	Jackie Betts	Application	Error	None			TIR Missed: No	TIR:	0.85
Application Support	Karen Duncan	Commerce		Low	Closed	TTR Missed: No	TTR:	0.85

INC000000239922	Maria Bishop	Network	Performance	None			TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Ryan Bennett	Commerce		Medium	Closed	TTR Missed: No	TTR:	0.00

INC000000239974	David Kester	Application	Error	None			TIR Missed: No	TIR:	0.00
Application Support	Derral Sorensen	Commerce		Low	Closed	TTR Missed: No	TTR:	0.00

INC000000240026	Danny Martinez	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Commerce		Low	Closed	TTR Missed: No	TTR:	0.00

INC000000240105	Karen Schulte	Telecom	Call/Receive	None			TIR Missed: No	TIR:	0.00
Voice/Data/WAN Services	Greg Blessing	Commerce		Low	Closed	TTR Missed: No	TTR:	0.00

INC000000240554	Sheila Thomas	Network	Performance	None			TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Commerce		Low	Closed	TTR Missed: No	TTR:	0.00

INC000000240578	Kent J Barnes	Network	Incident	None			TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Commerce		Low	Closed	TTR Missed: No	TTR:	0.00

INC000000240587	Shauna Benvegnu-Spring	Network	Incident	Novell ConsoleOne			TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Commerce		Low	Closed	TTR Missed: No	TTR:	0.00

INC000000241191	Virginia VanLeeuwen	Application	Error	Microsoft Excel			TIR Missed: No	TIR:	0.05
Metro A Help Desk	Liz Evans	Commerce		Low	Closed	TTR Missed: No	TTR:	0.17

INC000000241234	Glen Minson	Application	Error	Novell GroupWise			TIR Missed: Yes	TIR:	1.67
Metro A Desktop Support	Julie VanBeekum	Commerce		Low	Closed	TTR Missed: No	TTR:	1.68

INC000000242293	Marvin Sims	Application	Reporting	None			TIR Missed: No	TIR:	0.56
Application Development	Justin Julander	Commerce		Low	Closed	TTR Missed: Yes	TTR:	9.89

INC000000242299	Marvin Sims	Network	Incident	None			TIR Missed: Yes	TIR:	3.40
Capitol Hosting	Matt Dunlap	Commerce		Low	Closed	TTR Missed: No	TTR:	3.80

INC000000242498	Mark Fagergren	PC/Laptop	Performance	None			TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Commerce		Low	Closed	TTR Missed: No	TTR:	0.00

INC000000242543	Debbie Harry	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Commerce		Low	Closed	TTR Missed: No	TTR:	0.00

INC000000242670	Mary Price	Print/Copy/Scan/Fax	None	None			TIR Missed: Yes	TIR:	1.01
Metro A Desktop Support	Julie VanBeekum	Commerce		Low	Closed	TTR Missed: No	TTR:	1.55

INC000000242720	Keith Woodwell	PC/Laptop	Password	Novell ConsoleOne			TIR Missed: No	TIR:	0.53
Metro A Desktop Support	Julie VanBeekum	Commerce		Low	Closed	TTR Missed: No	TTR:	0.53

Commerce

INC000000243032	Glen Minson	Print/Copy/Scan/Fax	Error Code	None		TIR Missed:	Yes	TIR:	2.06
Metro A Desktop Support		Julie VanBeekum	Commerce	Low	Closed	TTR Missed:	No	TTR:	2.44
INC000000243152	Neena Bowen	PC/Laptop	Password	None		TIR Missed:	No	TIR:	0.33
Metro A Desktop Support		Julie VanBeekum	Commerce	Low	Closed	TTR Missed:	No	TTR:	0.33
INC000000244029	Karen McCall	PC/Laptop	Error	None		TIR Missed:	No	TIR:	0.00
Metro A Desktop Support		Julie VanBeekum	Commerce	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000244331	Mary Price	Application	None	Automated Request For Propos		TIR Missed:	No	TIR:	0.23
Application Support		Derral Sorensen	Commerce	Low	Closed	TTR Missed:	No	TTR:	0.23
INC000000244913	Ronda Trujillo	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	Yes	TIR:	3.56
Metro A Help Desk		Ed Conrad	Commerce	Low	Closed	TTR Missed:	No	TTR:	3.57
INC000000245508	Theresa Reinders	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
Metro A Help Desk		Liz Evans	Commerce	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000245979	Bowen Call	Application	Error	Microsoft Word		TIR Missed:	No	TIR:	0.00
Metro A Desktop Support		Julie VanBeekum	Commerce	Low	Resolved	TTR Missed:	No	TTR:	1.65
INC000000246119	Linda Mitchell	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
Metro A Desktop Support		Julie VanBeekum	Commerce	Low	Closed	TTR Missed:	No	TTR:	2.91
INC000000246121	Bowen Call	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	Yes	TIR:	1.28
Metro A Desktop Support		Julie VanBeekum	Commerce	Low	Closed	TTR Missed:	No	TTR:	1.33
INC000000246130	Sandra Hess	Application	Error	Novell GroupWise		TIR Missed:	No	TIR:	0.00
Metro B Help Desk		Janet Hongsyvilay	Commerce	Low	Closed	TTR Missed:	No	TTR:	0.17
INC000000246233	Amy Steadman	Application	Reporting	Microsoft Office XP Professiona		TIR Missed:	Yes	TIR:	1.52
Metro A Desktop Support		Julie VanBeekum	Commerce	Low	Closed	TTR Missed:	No	TTR:	1.52
INC000000246440	Marvin Sims	Network	None	None		TIR Missed:	No	TIR:	0.65
Capitol Hosting		Danny Black	Commerce	Low	Resolved	TTR Missed:	Yes	TTR:	38.33
INC000000246687	Allyn Stutsman	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.10
Metro A Desktop Support		Edward Fortner	Commerce	Low	Closed	TTR Missed:	No	TTR:	0.10
INC000000246697	Jeff Henrie	Network	Performance	None		TIR Missed:	No	TIR:	0.00
Metro A Desktop Support		Julie VanBeekum	Commerce	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000247798	Mary Ester Allers	Application	Error	State Payroll Time Entry System		TIR Missed:	No	TIR:	0.00
Help Desk		Brenda Treadway	Commerce	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000248306	Barbara Waters	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
Metro A Desktop Support		Julie VanBeekum	Commerce	Low	Resolved	TTR Missed:	No	TTR:	0.77
INC000000248402	Sheila Johnson	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.00
Metro A Desktop Support		Julie VanBeekum	Commerce	Low	Resolved	TTR Missed:	No	TTR:	0.00

Commerce

INC000000248409	Connie Call	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000248551	Steve Cooley	Telecom	Call/Receive	Telephone		TIR Missed: No	TIR:	0.10
	Voice Operations	Lois Schow	Commerce	Low	Resolved	TTR Missed: No	TTR:	0.21
INC000000248565	Tom Harper	Server	None	None		TIR Missed: No	TIR:	0.32
	Enterprise Security	Bart Grant	Commerce	Low	Resolved	TTR Missed: No	TTR:	1.71
INC000000249158	Sheila Johnson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Edward Fortner	Commerce	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000249372	Virginia VanLeeuwen	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.30
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	TTR:	0.30
INC000000249928	Karen McCall	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000249967	Jeffery Nielsen	Network	Performance	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000249968	Chris Parker	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000249969	Renda Christensen	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Edward Fortner	Commerce	Low	Resolved	TTR Missed: No	TTR:	0.18
INC000000250094	Van Kagie	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.39
	Metro A Desktop Support	Edward Fortner	Commerce	Low	Resolved	TTR Missed: No	TTR:	0.39
INC000000250283	Barbara Berg	Application	Error	License Enforcement System		TIR Missed: No	TIR:	0.63
	Application Support	Karen Duncan	Commerce	Low	Resolved	TTR Missed: No	TTR:	2.20
INC000000250290	Jackie Betts	Application	Error	License Enforcement System		TIR Missed: No	TIR:	0.63
	Application Support	Karen Duncan	Commerce	Low	Resolved	TTR Missed: No	TTR:	2.07
INC000000250990	Nadene Adams	Application	Error	Novell GroupWise		TIR Missed: Yes	TIR:	1.53
	Application Services	Tony Larsen	Commerce	Low	Resolved	TTR Missed: No	TTR:	4.15
INC000000251034	Cheryl Murray	Network	Password	Microsoft Windows XP Professi	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Edward Fortner	Commerce	Low	Resolved	TTR Missed: No	TTR:	4.95
INC000000251157	Nadene Adams	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Application Services	Tony Larsen	Commerce	Low	Resolved	TTR Missed: No	TTR:	2.89
INC000000251340	Mary Price	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: Yes	TIR:	1.84
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	TTR:	1.84
INC000000251432	Jeff Henrie	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	TTR:	1.72

Commerce

INC000000252005	Brittany Butsch	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Edward Fortner	Commerce	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000252056	Missie Stoffel	Application	Error	Microsoft Word		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved		TTR Missed: No	TTR:	1.43
INC000000252312	Kathy Berg	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved		TTR Missed: No	TTR:	0.14
INC000000252379	Lee Avery	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.13
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved		TTR Missed: No	TTR:	0.13
INC000000252628	Kurtis Hughes	Network	Performance	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000253105	Kathy Berg	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.18
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved		TTR Missed: Yes	TTR:	7.07
INC000000253229	Deanna Sabey	Network	Performance	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000253256	Allyn Stutsman	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Edward Fortner	Commerce	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000253296	Taylor Bradley	EIS Hardware	Scanner	None		TIR Missed: No	TIR:	0.00
Help Desk	James Stearns	Commerce	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000253864	Renda Christensen	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved		TTR Missed: No	TTR:	1.30
INC000000253965	Shauna Benvegnu-Spring	Application	Error	Adobe Acrobat		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved		TTR Missed: No	TTR:	0.24
INC000000254002	Danny Martinez	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Commerce	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000254091	Masuda Medcalf	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Commerce	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000254125	Dee Thorell	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved		TTR Missed: No	TTR:	0.03
INC000000254134	Clyde Ormond	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000254156	Mary Ester Allers	Application	Reporting	State Payroll Time Entry System		TIR Missed: Yes	TIR:	1.39
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved		TTR Missed: No	TTR:	1.82
INC000000254321	Neena Bowen	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Commerce	Low	Resolved		TTR Missed: No	TTR:	0.18

Commerce

INC000000255165	Eric Orton	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Commerce		Low	Resolved	TTR Missed: No	TTR:	0.08
INC000000255174	Jody Colvin	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	TIR:	0.41
Metro A Desktop Support	Julie VanBeekum	Commerce		Low	Resolved	TTR Missed: No	TTR:	0.42
INC000000255178	Jody Colvin	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.39
Metro A Desktop Support	Julie VanBeekum	Commerce		Low	Resolved	TTR Missed: No	TTR:	0.92
INC000000255550	Kent J Barnes	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Commerce		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000255554	Karen McCall	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Commerce		Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000255659	Steve Cooley	Network	Virus	None		TIR Missed: Yes	TIR:	1.32
Metro A Desktop Support	Julie VanBeekum	Commerce		Low	Resolved	TTR Missed: No	TTR:	1.32